

Scheduling Patients

Dr. Newman & Dr. Houser (Ophthalmologist)

- Schedule patients with a medical issue with the Ophthalmologist
- Fill their schedules with no large gaps
- New Patients
 - o No more than 5 a day
 - o No one should be scheduled before 9 or after 2
 - o No appointments scheduled back-to-back.
- Dr. Newman
 - o Try to fill the 7:30 and 7:45
 - o if here till only 1:00 pm NO POSSIBLE LASERS past 11:30
- Dr. Houser
 - o NO POSSIBLE LASERS past 2

Dr. Pancher & Dr. Pastier (Optometrist)

- **15's & 45's**
 - o Check-ups, Refractions, Diagnostics, Rx Checks, Post-Ops, Diabetic Exam, etc.
- **30's & Hour**
 - o Completes are only to be scheduled on the hour and half hours.
 - o If a patient comes out and needs a final refraction and they have a vision plan you may schedule it on a 15 spot if no hour or half hour spots are available.
 - o NO More than 2 groups of 3 completes in a row. Meaning two groups of 3 in the morning and 2 groups of 3 in the afternoon.
 - o No completes should be scheduled on a 45-minute spot
 - o Only 4 SIPs a day, 2 in the morning and 2 in the afternoon
- No refracts that might turn into a complete (Please check with surgery patients when scheduling, ask if they have a vision plan)
- Dr. Pancher and Dr. Pastier are not able to see 2 insurances for medical
 - o **United Healthcare Dual Complete** (vision plan)
 - o **AmeriHealth Administrators** must have VSP (AmeriHealth Administrators)

Dr. Pastier

- Scleral Lenses must be scheduled with Dr. Pastier when Jeanne is in optical
- **CANNOT SEE AETNA INSURANCE PATIENTS**

Ametek Patients

- If a patient calls wanting to get safety glasses, please verify if they work with Ametek if so Ametek patients are to be scheduled two separate ways
 - o Refract Only- Ametek
 - o Refract Only- Ametek New Patient

Scheduling Patients

- These patients are to be getting refractions only if they have something medically wrong, we can bill out to their medical insurance. In this case we can bill Ametek for the \$45.00 refraction and then the patient would be responsible for their copay plus anything the insurance company doesn't pay. Please explain this to the patient when making the appointment.

Dr. Silvetti (Low Vision)

- Ask Patient if they want to go through Blind and Visual.
- If yes, write it on the fee ticket and give it to Tracy. Don't schedule this appointment.
 - o Let patients know someone from BBVS will contact them and set up a home visit first.
- If no, and they want to just go through their medical insurance you may then schedule them with Dr. Silvetti.
 - o Let patients know their medical insurance will not pay for devices.
 - o Write in the details not going through BBVS.
- Has a different new patient paperwork than HNA

Testing Schedules: HVF, PHOTOS, ONA, OCT

- Field test and check-up make 2 different appointments- the field test is done first
- Patients need an A-Scan before cataract surgery to measure the lens for the eyes only done in Nesquehoning and takes approximately 30 minutes
- Post MI never schedule for 6 months
- Testing Times
 - o OCT- 15 minutes
 - o ONA- 15 minutes
 - o Photos- 15 minutes
 - o Plaquenil Fields- 45 minutes
 - o Ptois Fields- 1 hour
 - o Visual Fields- 30 minutes

Both Ophthalmologist and Optometrist

- New Patients
 - o Ask for Medical and Vision Insurance
 - o Explain we have 3 different offices Tamaqua, Palmerton, & Nesquehoning
 - o Collect Information
 - Name
 - Birthdate
 - Address
 - Phone Number
 - Primary Care Provider

Scheduling Patients

- o Ask if they have a computer and printer to print out new patient paperwork at HouserNewman.com or they may come to any office and pick it up
- o Due to Covid 19, we require masks to be worn in the office
 - **NO GATORS, NO BANDANAS, & NOTHING WITH A VALVE**
- o Due to Covid 19, only one person is allowed in the office at a time unless they need medical assistance
- o Never schedule before 9 am or at the end of the day (past 2 pm or 5:30 pm)
- o Do not put more than 2 in a row
- o No more than 4 a day
- Don't ever change 1- or 2-day post ops. Transfer to surgery ext. 243.
- Double charts- always check pt. by DOB 1st, EST pts are to be considered new at 3 years to the date. Do not make a second chart. If you find any second charts, please alert a manager. (Reception, Practice or Billing)